

**Create a
Professional Development Certification Program
with
Little or No Money.**

**Stories from the Internal Revenue System
Information Technology Professional Development Program**

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Penetration Testing and Code Analysis

Cybersecurity

IRS

In Memoriam

This presentation
is dedicated to the memory of

Dennis Dworkowski

Learning Objectives

- Identify and motivate already certified employees to share their knowledge.
- Use already existing communications channels to conduct agency-wide training.
- Acquire free training materials for use by instructors and students.

Identify

- Is there already a professional certification program occurring without executive knowledge?
 - Where?
 - By whom?
- What signs are being given by executives and managers that a professional certification is desirable for an employee?
 - Notation on annual reviews
 - Promotion
 - Recognition
 - Awards

Identify

- Do you have an executive-level champion?
- Which employees are already certified?
 - Certification types
 - Supporting organizations
- Which employees have any teaching experience?
 - Experience types
 - Access to training materials

Motivate

- Is there an organizational requirement for certifications?
- Recognize the already certified
 - Name and Fame
 - Congratulations, you're a guru!
 - Continuing Professional Education (CPE) credits
- Make certification attractive
 - Item in Annual Review
 - Performance Awards
- Recognize the newly certified
 - A Certificate Suitable For Framing!
 - Class members named and pictured in organization media

Motivate Management

- Advertise the benefits in staff improvement in managerial newsletters
- Stress training cost savings for in-house training by qualified instructors!

Manage The Classes

- Have a formal announcement of class schedules and requirements
- Have a form for registration that sets forth class requirements
 - Access to training media
 - Headsets with microphone for Live Meeting
 - Email addresses
 - When and where
 - How to access the media

Keep Records for Students

- Attendance
- Course attendance and completion get a certificate
- Register your courses with any organizational training management system (IRS = Electronic Learning Management Systems (ELMS))
- Course certificate should reference the ELMS course number and state hours of ELMS credit AND CPE credit hours for the certifying organization.

Keep Records for Management Marketing

- Calculate savings in cost of training if purchased (average 3 prices in your area)
- Calculate savings in travel and per diem for non-local attendees
- Update at the end of each class
- Submit spreadsheet to your supporting managers and executives
- Submit articles about savings to organizational newsletters, etc.

Know Your Assets

- After identifying the likely teachers and students, turn to other assets
- Communications
 - How do you currently hold interoffice conferences?
 - Dial in conferencing
 - Outlook GoToMeeting
 - Third party
 - What organization-to-employee media is available?
 - Newsletters
 - Staff meetings
 - Do you have a copy of Adobe Acrobat (NOT the Reader)?
 - Convert different materials to distributable PDFs.
 - Create forms and interactive tests

Dealing with ADA/Section 508

- Visually challenged
 - Text readers already present in Windows 7+
- Vocally challenged
 - Chat capabilities in Live Meeting
 - Emails during class
- Deaf
 - Organization's Section 508 support capabilities
 - Organization's Live Meeting generally restricted to organizational email accounts
 - Dissemination of printed materials
 - Contractor access to 8xx conference calling
 - Skype/8xx conference call to Section 508 contractors (TDD)

Free Training Materials

- Do you have a reader service for your technical people?
 - Skillsoft and Books24x7
 - Safari
 - Textbook publishers
 - O'Reilly (<http://www.oreilly.com/programming/free/>)
 - Cengage
 - Addison-Wesley
 - Sybex-Wiley
- Do you have members of ISC2 or ISSA chapters with access to training materials?

Organizing the Program

- Advertise to the entire agency.
- Don't focus JUST on certification
- Talk to managers about improving the quality of their staff
- Offer manager-level courses for those already certified in some area (e.g., ISSMP).
- Remember that project managers and those who support them need exposure to security.
 - Organize a Project Management Professional (PMP) course that includes agency-specific security practices.

Questions and Discussion